



New Jersey Department of Children and Families Policy Manual

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Subchapter:	1	New Workers	
Issuance:	200	Pre-Service Training Program	

Purpose:

This issuance establishes the policies and procedures relating to the Pre-Service Training Program, CP&P, and local office staff.

Policy:

A) Official Training for New Worker's

The Office of Training and Professional Development will provide formal training during the New Worker's (e.g., FSST's, Rehires, and FSSII's) initial training year through Pre-Service Training and Foundation Courses.

B) Roles and Responsibilities of the Office of Training and Professional Development

The Office of Training and Professional Development provides New Worker Pre-Service Training and Foundation Courses by:

- Establishing a bi-annual schedule of Foundation Course offerings associated with each Pre-Service group
- Establish and communicate to Field Training Unit Supervisors the Office of Training and Professional Development's parameters for the New Worker's performance, behavior and participation in course offerings
- Partner with Field Training Unit Supervisors to structure meaningful field learning experiences that coincide with classroom learning:
 - Publish an Office of Training and Professional Development Field Guide for New Workers
 - Participate in regularly scheduled meetings with Field Training Unit Supervisors

- Provide periodic feedback and evaluative data on Worker's performance, behavior and participation in the class. This includes:
 - Training attendance reports
 - Scores on test and quizzes
 - Classroom behaviors such as promptness, tardiness, attentiveness, disruptiveness, etc.
 - Preparedness for class in terms of completing homework and arriving to class with appropriate materials
 - Participate/**engage** in classroom activities/discussions
 - Level of collaboration in small group exercise
 - Initiative/leadership in small group exercises
 - **Prepare the Report on New Worker Participation in Training form** for each New Worker and forward it to the Field Training Unit Supervisor at the conclusion of the Pre-Service Training Program

C) Addressing and Reporting Inappropriate Incidents and Behaviors

The Office of Training and Professional Development Trainer will address frequent inappropriate incidents or behaviors in the following order:

1. Attempt the standard intervention described below:
 - Explain the inappropriate behavior to the New Worker
 - Explain its effect on the class and the participant's learning
 - Offer support if possible
 - Remind the New Worker of the learning agreement and ground rules for the class
 - Report the event orally to his/her Office of Training and Professional Development supervisor
2. If the inappropriate incidents or behaviors continue, the Trainer takes the following actions:

- Complete and send an interim Report on New Worker Participation in Training form to the Local Office Field Training Unit Supervisor by the next business day
- Advise his or her Supervisor at the Office of Training and Professional Development of the incidents or behaviors
- Discuss the report with the participant explaining why it was sent
- Remind the New Worker of the behavioral expectations for the New Worker

Note: Failure to respond to inappropriate behaviors or incidents that continue after these actions are implemented may be grounds for expulsion from the entire Pre-Service Training Program. These behaviors cause disruption to the learning environment, are disrespectful to the Trainer and other class members, and negatively impact the New Worker's ability to complete the training objectives.

Key Terms

- **"Field Training Unit"** refers to a unit in the Local Office comprised of a Supervisor and a group of New Workers.
- **"Foundation Courses"** refers to the follow-up in-service programs, administered by the New Jersey Office of Training and Professional Development in the Department of Children and Families, that the New Worker completes during the first 18 months of employment.
- **"New Worker"** refers to a Family Services Specialist Trainee or a new employee hired at the Family Services Specialist II level.
- **"Pre-Service Training"** refers to the 12 to 13-week training program for New Workers administered by the New Jersey Office of Training and Professional Development in the Department of Children and Families.
- **"Supervisor"** refers to a Supervising Family Services Specialist II.